

VISIT **PGE.COM**  
FOR MORE INFORMATION  
TO HELP YOU BEFORE,  
DURING AND AFTER STORMS

Just click on  
**Storm Update**  
to access the  
following menu



**Storm Outages** Learn how we prepare for and respond to storms.

**Storm Tips** Don't let outages leave your family in the dark.

**How Outages Occur** A look at how storms can affect the power system.

**Power Restoration** Our first goal in restoring power is safety.

**Flood Hazards** When waters rise, be safe. Turn off utilities.

**We Respond to the Storm** A photo gallery of the storm damage and our restoration efforts.

**Emergency Broadcast Network** Tune into your local radio station for news.

**Electric Generator Safety** Make sure your generator's hooked up properly.

**Electrical Outage Terms** Learn the lingo and demystify power outages.

**Links to Emergency Agencies** Find out where to get info and help in a crisis.

**Prepare: It's Energy Well Spent** Get ready for natural disasters before they happen.

**Current Weather** Get the five-day weather forecast for your part of the world and beyond.

**Q: What if I call the 48-hour extended outage number even though I haven't been out of power for 48 hours?**

**A:** We won't hang up on you, but you may prevent others who really need to get through from making contact with a live representative. The new 48-hour line is intended to work much like the 911 number you call for emergencies. Both lines will put you through to individuals who can help, but only if the lines remain open for true emergencies. Please don't call the 48-hour line unless you've truly gone without power for more than 48 hours.

**Q: Will I get paid if my outage is not caused by a severe storm?**

**A:** Outages not caused by emergency events such as severe storm conditions are covered by another PG&E program, known as the service guarantee program. Under this program, we will credit your bill \$25 for each 24-hour period after you have been without power for 24 hours. For further information on service guarantees, visit our website at [www.pge.com/serviceguarantee](http://www.pge.com/serviceguarantee)

**Q: Is the storm inconvenience payment available for all customers?**

**A:** This storm inconvenience payment will be paid only to residential customers. However, all customers whose power is out longer than 48 hours can call 1-888-743-4743 or 1-888-PGE-4PGE.

**Q: What is the purpose of this program?**

**A:** The program's intent is to acknowledge the particular inconvenience to those residential customers who are without power for 48 hours or longer due to severe storms.

**Q: How is this program funded?**

**A:** This voluntary program is paid for by PG&E's shareholders, not by its ratepayers.

## PG&E's Safety Net Program



**Pacific Gas and  
Electric Company™**



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Electric Company™**

**February 2003**

**W**hile our crews and emergency response teams at Pacific Gas and Electric Company do everything they can to keep the lights on, there are rare occasions when severe storms hit that exceed our ability to keep power flowing to every one of our customers. That's why PG&E has the new Safety Net Program.

The program's intent is to acknowledge the particular inconvenience to those who are without power for 48 hours or longer due to severe storms. The program provides a special, customer service staffed outage hotline so you can speak to someone about your particular outage. Under the Safety Net Program, PG&E will provide payments to residential customers PG&E determines were without power for more than 48 hours due to a severe storm. The payments will range from \$25 up to \$100, depending on the length of the outage. This payment is our good faith effort to acknowledge the inconvenience extended outages place on our residential customers in those rare instances when we can't restore service faster.

When severe storms threaten to strike, we have extensive information we can offer to help you prepare for, and weather through, any outages that may result. To learn about the breadth of services we offer, as well as tips for what you can do on your own to prepare your home and business, please visit our website at [www.pge.com](http://www.pge.com)

**Outage Hotline**  
**1-888-743-4743**

(For outages lasting over 48 hours)

**Q: How soon should I call PG&E about my outage?**

**A:** We rely on customers like you to tell us when your power is out—you are an important part of our ability to identify and respond to damage caused by storms, accidents, and other occurrences that can affect power lines. Your correct phone number on file with us (the phone number associated with the place where you get service), allows us to provide you with more accurate information about the status of the outage you are experiencing. If you have any doubts about whether or not we have that number on file, please call us any time at 1-800-PGE-5000... don't wait for a storm.

**Q: Should I then call again if my outage goes beyond 48 hours?**

**A:** If you have gone without power for more than 48 hours you can call our special outage hotline (1-888-743-4743 or 1-888-PGE-4PGE) to speak with a service representative about your particular outage and the services available to you.

**Q: If I accept your check, do I forfeit my right to submit a claim should I have damages due to being without power for this extended period of time?**

**A:** The check has no bearing on your right to submit a claim. We want to send the check simply as our acknowledgment of the inconvenience we know the extended outage caused you.

**Q: What happens if I know I was out for more than 48 hours but didn't get a check?**

**A:** In most cases, PG&E will be able to identify customers who are eligible to receive a check from internal records. However, if your power was out over 48 hours and you do not receive a check within 60 days of your outage, please call 1-800-743-5000 to alert our service representative.

**W**hat's of equal interest to you, of course, is the assurance that we are working to minimize the potential for outage problems in the future. While we cannot guarantee that Mother Nature will never behave badly, we can tell you that 24/7, over 18,000 men and women are focused on providing our customers with responsive service at fair prices. We recognize that we are here to serve you.

Today we provide service to 13 million customers over a territory as varied as California itself... from mountains, forests, and farmlands to urban and suburban communities to rugged coastlines and arid deserts. We are constantly working to improve and strengthen our electric system and find ways to safeguard against future outages.

For over 99% of our customers, we have a 99% reliability rate. But for those customers who experience an extended outage longer than 48 hours, we are pleased to have the Safety Net Program.

**1-888-743-4743**



**PG&E's**  
**Safety Net Program**  
[www.pge.com/safetynet](http://www.pge.com/safetynet)